

Section 2 – Client Services

Table of Contents

I. Client Solicitation	1
II. Client Eligibility.....	1
A. Definition of Income.....	1
B. Income Verification	1
III. Client Selection	2
A. Two Methods: Fuel Consumption Weighted and Demographic Priorities.....	2
1. Fuel Consumption Weighted Priority	2
2. Demographic Priority.....	2
B. Emergency Responses	3
C. Modification of Selection Process	3
IV. Dwelling Characteristics	3
A. Documentation Requirements.....	3
B. Dwelling Eligibility	4
1. Single Family	4
2. Multi Family	4
3. Weatherizing Shelters	4
4. Probate Property Transfer	5
C. Homes Designated for Acquisition or Clearance.....	5
D. Homes Damaged By An Act of God	5
E. Flood Plain.....	5
V. Disaster Plan	6
A. Allowable Disaster Activities	7
B. Eligibility Requirements	7
C. Equipment Procurement.....	8
D. Additional Funding	8
E. Disaster Expenditures Accountability and Reporting.....	8
VI. Low-Cost/No-Cost Materials.....	8
VII. Rental Properties	9
A. Special Requirements.....	9
B. Contributions.....	10
C. Undue Enhancement	10
D. Dispute Resolution Procedures Involving Rental Units	11
VIII. Client Education.....	11

Section 2 Attachments:

Attachment 2-1	DOE WPN 08-3 Poverty Income Guidelines and Definition of Income
Attachment 2-2	Fuel Consumption Form
Attachment 2-3	Disaster Certification
Attachment 2-4	Procedures for Weatherizing Flood-Damaged Mobile Homes
Attachment 2-5	Weatherization Assistance Program Owner/Landlord Agreement
Attachment 2-6	Low Income Owner/Landlord Affidavit
Attachment 2-7	Legal Services of Missouri

Section 2 – Client Services

I. Client Solicitation

Each subgrantee will publicize the WAP within its geographic area with special attention given to the recruitment of priority groups through:

Placement of WAP information on applications for other services.

Public outreach through presentations to local civic groups, churches, schools and others.

Media efforts through television, radio and newsprint.

II. Client Eligibility

The state income guidelines are set at 150 percent of poverty to comply with the Federal WAP regulations. The annual revisions of poverty income guidelines are published in the *Federal Register* in February. The DNR/EC will issue a letter of notification to each subgrantee as the revisions are made available. See *Attachment 2-1* at the end of this section for income guidelines.

A subgrantee is authorized to serve clients whose names appear on Low-Income Home Energy Assistance Program (LIHEAP) lists. The Family Support Division (FSD) LIHEAP list should be used by a subgrantee when its waiting list has an insufficient number of clients within any priority to meet the agency's approved client targets. LIHEAP clients must meet the weatherization income guidelines.

A. Definition of Income

Definition of Income refers to total annual cash receipts before taxes from all sources, with the exceptions noted in *Attachment 2-1*. Income data for a part of a year may be annualized in order to determine eligibility. For example, multiplying by two the amount of income received during the most recent six months.

B. Income Verification

To compute the annual income, (1) figure income for the preceding six months prior to the time of application and multiply by two, or (2) use 12 months of income. All income certification is good for 12 months. If the certification is more than 12 months old at the time of the energy audit, the agency must recertify the client, using income guidelines in effect at that time. A "Reverification of Income" form must be completed (*see Section 4*). This form is an agency-developed form that is required if the application is more than one year old at the time of the energy audit. This form should be signed and dated by the client and designated agency personnel. The DNR/EC recommends that if the client's application is more than one year old at the time of the energy audit, the client be required to return to the county outreach office to

provide current income documentation. This information should be copied and kept in the client file for reference.

All households that contain a member who has received cash assistance payments under Title IV or XVI of the Social Security Act or applicable State or local law during the 12-month period preceding the determination of eligibility for weatherization are eligible for the U.S. DOE Weatherization Program. The income calculation for clients receiving cash assistance payments under Title IV and XVI of the Social Security Act (TANF, previously known as AFDC, and SSI) can be determined using only one month of income. Households receiving cash assistance from TANF or SSI are automatically eligible for the Weatherization Program.

III. Client Selection

A. Two Methods: Fuel Consumption Weighted and Demographic Priorities

The subgrantee may use either one of two methods for selecting clients: the Fuel Consumption Weighted Priority System or the Demographic Priority System. The selected method shall be used for the entire program year, except as provided otherwise under the WAP procedures.

Either selection method provides the subgrantee the means to assure those particularly vulnerable such as: (1) the elderly (defined as an individual 60 years of age or older); (2) the handicapped (as defined in Section 7(6) of the Rehabilitation Act of 1973); (3) the disabled [as defined in Section 1614(a)(3)(A) or 223(d)(1)]; or (4) those receiving benefits under Chapter 22 or 156 of Title 38, United States Code.

Children are defined as dependents not more than 19 years old. Low-income dwellings, owned or rented, single or multi-family, are eligible for selection or addition to the waiting list.

1. Fuel Consumption Weighted Priority

The Fuel Consumption System adds a weighted value regarding fuel consumed to the criteria for ranking and selecting clients. Other categories for receiving values include: (1) elderly, (2) handicapped, (3) large families, (4) very low income households, (5) households with heating costs over 50 percent of monthly income, (6) length of time on any applicable waiting list, or (7) other unusual circumstances. See *Attachment 2-2* for a sample fuel consumption form.

2. Demographic Priority

A selection or waiting list must be maintained, in chronological order, according to the client's application date, to certify clients for eligibility. Elderly, handicapped and children will be prioritized by the subgrantee based on its past experience and the current service area demographics.

B. Emergency Responses

The subgrantee may use up to 5 percent of its budget for emergency responses from December through February. These services are to be provided on an immediate basis to clients who can provide a valid physician's statement stating that the client faces a health-threatening situation directly related to the physical condition of the patient's home. The physician statement must be signed by a qualified medical provider (medical doctor). The subgrantee must verify that these conditions exist at the client's home through a qualified independent source, such as a county health official, local health department officer, Red Cross representative or DFS caseworker. Confirmation must be documented in the subgrantee's client files and must be signed by the independent source. Acceptance of confirmation documentation from any source other than those previously listed must receive prior approval from the DNR/EC.

Additional policies that shall govern use of WAP funds for emergencies:

Maximum cost limitations will be followed as with service to other clients.

Only a limited number of homes may be served under the emergency service category. The number of homes each subgrantee may serve shall be provided in its Chart of Allowable Costs.

Only clients who are (1) eligible for the WAP and (2) on a subgrantee waiting list will receive services.

C. Modification Of Selection Process

A subgrantee may modify their normal selection process by advancing up to twenty percent (20%) of the clients on the waiting list to allow the most efficient use of weatherization resources. An example of this type of variance may occur when special designated funding has been allocated to a subgrantee with specific client requirements and/or limited grant periods.

IV. Dwelling Characteristics

A. Documentation Requirements

A subgrantee shall maintain a geographic cross-reference file that documents the WAP services performed on specific homes and shall consult this file prior to weatherizing a home to determine if the home has been weatherized. The subgrantee is required to record, on a high-quality, long-lasting material, in two locations, the name of the homeowner, the date the home was weatherized, and the agency job number.

In a site-built home, this information shall be attached to the basement floor joist (preferred), attic rafter, electrical panel, domestic water heater or heating system. For mobile homes, place this information on the heating system compartment (preferred), water heater compartment, electrical panel, domestic water heater or heating system. Until the information has been

recorded, the home is not considered “completed.” Subgrantee pre-inspectors shall not authorize WAP services before checking the above locations for proof of prior service.

People applying for re-weatherization must be placed on the waiting list in an order commensurate with the time of reapplication. Before further WAP services are approved, recertification for income eligibility is required.

B. Dwelling Eligibility

1. Single Family

Single-family rental or owner-occupied units will remain the priority for weatherizing because multi-family units tend to not consume as much energy per family as single-family units. According to the federal regulations, homes previously weatherized before September 30, 1993 are eligible to be re-weatherized. Homes weatherized under this provision are counted as homes completed and should be reported in a separate category on the monthly report. However, DOE reminds local agencies to be prudent in selecting previously weatherized homes to revisit due to the fact there remains more than 28 million federally eligible households that have received no Weatherization services to date.

2. Multi Family

Multi-family dwellings that receive WAP services must use the following guidance:

- a) Single-family unit cost limitations apply.
- b) Total cost may not exceed the maximum cost allowance multiplied by the total number of eligible units.
- c) A unit cost waiver does not apply.

3. Weatherizing Shelters

Subgrantees are authorized to weatherize shelters for the homeless, group homes or homes providing transitional living if the buildings are owned or rented by a not-for-profit agency and are used exclusively to provide temporary living quarters for the homeless, battered women or other WAP-eligible people as defined under 10 CFR Part 440.3. To calculate the number of units, use either of the following methods.

- a) Square Footage: Divide the total square footage of living space by 800 and round to the nearest whole number. To determine allowable funding, multiply the rounded number by current allowed expenditure per home.
- b) Each Floor: Count each floor as a separate dwelling unit.

4. Probate Property Transfer

Probate Property Transfer is defined as any application received from an elderly person (or people) for whom the applicant has deeded the property to his or her offspring. The application will be reviewed for assurance that the property transfer took place in an effort to prevent probate issues. Provided proper assurances are in place, the property may be treated as “owned property” for purposes of weatherization.

The proper assurances will include an interview with the applicant to determine why the property was deeded. If the response is appropriate to the issue, the offspring must sign an affidavit that they will not charge rent or displace the applicant as a result of weatherization.

Each application must be reviewed on a case-by-case basis. In the event there are no related offspring to whom the property may be deeded, the ownership decision will be based on the interview. In any event, the “grantee” to the property must sign the appropriate affidavit.

C. Homes Designated for Acquisition or Clearance

Homes located in areas designated for acquisition or clearance by a Federal, State or local program within 12 months from the date of weatherization of the dwelling unit shall not be weatherized.

D. Homes Damaged By An Act of God

WAP funds may be used to weatherize a home previously weatherized if the home has been damaged by a fire, flood or act of God providing the repair of damages to the WAP materials is not paid for by insurance.

If a home has been partially damaged, damaged WAP materials may be replaced. A Subgrantee should identify this as a home on which additional work was required and charge the cost of materials to “Materials on Homes Completed.” It should not be reported as a new completion.

If the home has been significantly damaged, restored or completely rebuilt, it may be completely re-weatherized and reported to DNR/EC as a newly completed home. People applying for re-weatherization must be placed on the waiting list in an order that corresponds to the time of reapplication. Before further WAP services are approved, recertification for income eligibility is required.

E. Flood Plain

Federal funds may not be used to weatherize a home located in an area that has been identified by the Federal Emergency Management Agency (FEMA) as a flood plain if the community in which the home is located has chosen not to participate in the National Flood

Insurance Program (NFIP) (Section 102(a) of the Flood Disaster Protection Act of 1973, Public Law 93-234, 87 Statute 975).

FEMA identifies a community as a village, town, city or county. If a community with an identified flood plain is not a participant in the NFIP, the community is “sanctioned,” meaning that federal funds may not be used for projects located within the flood plain area. Therefore, individual eligibility for WAP services in the area depends upon community participation in the NFIP.

For copies of the *National Flood Insurance Program Community Status Book*, which identifies sanctioned communities, please write or call:

Federal Emergency Management Agency (FEMA)
Region VII
9221 Ward Parkway, Suite 300
Kansas City, Missouri 64114-3372
Telephone: (816) 283-7063

The *National Flood Insurance Program Community Status Book* can also be found online at: <http://www.fema.gov/fema/csb>

FEMA has prepared maps that identify flood plains. A home located in a sanctioned community, but not within the flood plain, may be weatherized. Copies may be obtained through the local county or municipal government.

V. Disaster Plan

Declaration of a disaster for WAP purposes is determined by a Presidential or Gubernatorial order declaring either a Federal or State emergency. It may be the result of natural or man-made factors. It is the responsibility of the DNR/EC Weatherization Assistance Program, through its subgrantee network, to assist state and community authorities in normalizing areas affected by a disaster by providing WAP resources to assist Missouri low-income citizens in recovering and rebuilding after the disaster. The Weatherization Program will adhere to the following guidelines when responding to any disasters in which the low-income population has been affected. These guidelines are intended to maximize the assistance we are able to provide while protecting the limited resources of the program.

Disaster-mitigation planning activities shall be implemented as soon as practical after the declaration of a disaster. A WAP subgrantee shall not commit WAP resources (labor or financial) until it receives approval from the DNR/EC.

Any additional disaster-related funds will be allocated based on the extent of the disaster in each subgrantee area. Funds must supplement, not supplant, other funds available for disaster assistance. All funds received by the client to cover damages must be considered prior to the allocation of WAP resources. *Attachment 2-3*, the Disaster Certification form located at the end of this section, should be completed for each client requesting disaster assistance.

Safety measures, such as levees or other protections, should be in place prior to mitigation activities. Agency staff should consult with local utilities to ensure electric, gas and sewer hazards have been corrected or repaired.

A. Allowable Disaster Activities

Allowable disaster activities may include sandbagging, evacuation of low-income populations, debris removal and other clean-up work as well as normal weatherization services. If agency staff is assigned to another area of the state to assist in disaster activities, it will be the parent subgrantee's responsibility to maintain their salaries and to arrange for agency reimbursement. The following ECM priority list is recommended for disaster homes.

Labor for gutting damaged components of the house and debris clean up.

Primary heating system replacement and repair (including ductwork repair; replacement, cleaning and sealing of all joints; and venting, flue and chimney replacement, repair and cleaning).

Domestic water heaters (venting and flues included).

Window and door repair and/or replacement.

Air sealing (basic infiltration and exfiltration work).

Attic insulation and ceiling coverage.

Wall insulation.

Specific procedures to weatherize mobile homes under the disaster provisions are found in *Attachment 2-4*.

B. Eligibility Requirements

WAP subgrantees must ensure that applicants for disaster assistance (1) meet the current eligibility requirements, (2) are located within the designated disaster area and (3) have been directly affected by the disaster. Homes located in a FEMA-sanctioned area are not eligible for assistance.

Applicant homes must be certified as habitable, and a disaster certification form must be completed, signed and retained in the client file. The owner of a rental unit must list the property with Section 8 or provide other proof that the unit will remain exclusively for the low-income. A landlord contribution, based on a sliding scale, will be required (if a landlord contributes a furnace or other material, its value can be counted toward the contribution).

Client income eligibility may be based on one month's income. The fuel priority selection criteria allows for up to 100 points for disaster clients. Victims needing heating system or water heater repair or replacements will be served first.

Disaster-damaged homes may be re-weatherized without regard to the initial date of weatherization if the damage is not covered by insurance or other sources of assistance such as FEMA. Victims may receive repair or replacement to domestic hot water heaters as a health-and-safety measure. Repairs to the building structure that exceeds the allowable cost limits must be approved by the state before work occurs.

C. Equipment Procurement

All purchased items should meet minimum energy-efficiency ratings as detailed in 10 CFR 440, Appendix A. Subgrantees must comply with all requirements specified in 10 CFR Parts 600 and 440, OMB A-87 (if applicable), the requirements specified in the DNR General Terms and Conditions for Federal Subgrants and Missouri Weatherization Operational Program Manual's Competitive Procurement Standards.

D. Additional Funding

If additional funds are received, a subgrantee may allocate up to \$10,000 per unit. If no additional funds are received, the state plan cost limits apply. Program operations money may be used to support mitigation and clean-up activities. No additional administrative funds will be provided for disaster work.

E. Disaster Expenditures Accountability and Reporting

Disaster expenditures must be accounted for and reported separately from other costs. The monthly report must show these expenses under "other." The costs will not be included in the averages. Budget adjustments must be made within 30 days of the date of the incurred costs.

VI. Low-Cost/No-Cost Materials

The WAP requires that clients be served as stated in the client selection section. Subgrantees may submit a budget for low-cost materials. No more than 1 percent of any subgrantee's funds may be transferred to the "low-cost/no-cost" category, and no more than \$50 shall be spent on any home.

The subgrantee will not pay any personnel costs from any state or federal weatherization fund to install the materials. Only clients who are eligible for the WAP and who are on a subgrantee's waiting list will receive services. Upon approval by the state, these costs will be placed in the WAP budget revision under the "low-cost/no-cost" category and will be used to provide WAP measures for applicants on a subgrantee's waiting list. The materials to be used are only those necessary to seal major sources of air infiltration in the home. This measure is temporary and should not be perceived as a permanent solution. A subgrantee should seek other resources to meet more serious client needs.

Subgrantees that use low-cost/no-cost measures must use a group of volunteers, organized by an entity of government or by a private, not-for-profit organization, to install the materials. If a subgrantee is unable to organize such a group in that service area, the area cannot receive low-cost/no-cost services. This effort must include public announcements of the availability of the WAP. The subgrantee must ensure that an adequate volunteer system for installing low-cost/no-cost materials on eligible dwellings is developed. Subgrantee staff, or those people indirectly paid from WAP funds, cannot be utilized to install low-cost/no-cost materials.

VII. Rental Properties

Each subgrantee must solicit property owners to contribute to the upgrades on all rental units.

A. Special Requirements

DNR/EC permits rental units to be weatherized using special considerations. When work is performed on any type of rental unit, DNR/EC recognizes a potential for owners to receive undue enhancement benefits. A building containing rental units may be weatherized if it is in compliance with income criteria and:

- The subgrantee has written permission from the owner or his agent. Such written permission shall be kept permanently in the file of the client whose unit is weatherized. (See *Attachment 2-5* for Owner/Authorized Agent Certification).
- Not less than 66 percent (50 percent for duplexes and four-unit buildings) of the total number of dwelling units in the building:
 - (1) Are eligible dwelling units;
 - (2) Will become eligible dwelling units within 180 days under a local government, state, or federal program for rehabilitating a building, or making similar improvements, to the building.

Reduce the 66 percent requirement for multi-family buildings of greater than four units to 50 percent. This offers flexibility by adding certain eligible types of large multi-family buildings to the list of dwellings that are exempt from the requirement that at least 60 percent of the units are to be occupied by income-eligible persons. In these large multi-family buildings, as few as 50% of the units would have to be certified as eligible for weatherization. This exception would apply only to those large multi-family buildings where an investment of funds would result in significant energy-efficiency improvements due to the upgrades of equipment, energy systems, common space, or the building shell. By providing this flexibility, local agencies will be better able to select the most cost-effective investments and enhance partnership efforts in attracting leveraged funds and/or landlord contributions. This flexibility does not apply to any other type of multi-family units.

- The subgrantee has:

A signed statement from the landlord that rent will not be increased because of the WAP service that has been provided. See *Attachment 2-5* for Owner/Authorized Agent Certification.

Not unduly or excessively enhanced the value of large multi-family structures. A cost analysis shall be performed as required in the Missouri WAP Plan.

B. Contributions

The DNR/EC recognizes a potential for owners to receive undue enhancement benefits. Therefore a subgrantee is required to negotiate with an owner/landlord for match contribution. Landlords must provide a five percent (5%) cash contribution of estimated labor and material project costs before weatherization work can begin on a home. This requirement will take effect for any Weatherization applications approved after July 1, 2008.

The requirement that the owner/landlord provide a five percent (5%) cash contribution to the project will be waived if the owner/landlord's annual taxable income is at or below two hundred percent (200%) of the federal poverty level. In order to receive this waiver, the owner/landlord shall sign and submit to the subgrantee an affidavit, under penalty of perjury, certifying that his or her taxable income is at or below two hundred percent (200%) of the federal poverty level. The affidavit must be notarized. For sample affidavit see *Attachment 2-6*.

The amount of contribution above the required five percent (5%) cash contribution is left to the judgment of the subgrantee. However, for multi-family structures with five or more units, the State has determined the owner/landlord will be required to contribute a minimum of twenty-five percent (25%) of the weatherization project cost. A subgrantee is urged to coordinate this service with other resources whenever possible to achieve maximum benefits.

Contributions received from the owner/landlord are not to be reported as Program Income and should be applied to the cost of the home being weatherized in order to reduce that home's weatherization expenditures.

C. Undue Enhancement

Undue enhancement is any work performed on a dwelling that cannot be expected to directly result in energy savings or the preservation of agency-installed work related to energy savings. Rental units are not eligible to receive furnace or water heater replacements as this has been determined to be undue enhancement. Subgrantees should only perform weatherization work that is based on the use of NEAT or MHEA weatherization measures, as well as limiting repairs to the definition of incidental repairs.

D. Dispute Resolution Procedures Involving Rental Units

In the event the client believes the Owner/Authorized Agent Certification agreement has been violated, he or she may notify the subgrantee providing WAP services. The subgrantee must make an effort to apprise the landlord of the situation. If the landlord does not agree to correct the alleged violation, the subgrantee must defer to DNR/EC. DNR/EC will make all efforts to contact the landlord and resolve the complaint. If the situation cannot be resolved at the DNR/EC level, DNR/EC will advise the subgrantee to request the client/tenant to contact Legal Services of Missouri. See *Attachment 2-7* for Legal Services of Missouri. The subgrantee will be responsible for following up with the client to determine if the complaint was resolved. DNR/EC must be notified that a resolution was reached.

VIII. Client Education

Client education is an effective method of improving the impact of WAP measures. For many years, DNR/EC has included some level of client education in its Program. These efforts have included fact sheets, brochures and one-on-one contacts. A subgrantee is encouraged to continue with client-education activities at the local level.



Department of Energy
Washington, DC 20585

WEATHERIZATION PROGRAM NOTICE 08-3
EFFECTIVE DATE: February 20, 2008

SUBJECT: 2008 POVERTY INCOME GUIDELINES AND DEFINITION OF INCOME

PURPOSE: To provide States with the 2008 Poverty Income Guidelines and Definition of Income for use in the Low-Income Weatherization Assistance Program (Weatherization).

SCOPE: The provisions of this guidance apply to all grantees applying for financial assistance under the Department of Energy (DOE) Weatherization Assistance Program.

LEGAL AUTHORITY: Title IV, Energy Conservation and Production Act, as amended, authorizes the Department of Energy to administer the Low-Income Weatherization Assistance Program. All grant awards made under this program shall comply with applicable law including regulations contained in 10 CFR Part 440 and other procedures applicable to this regulation as DOE may, from time-to-time, prescribe for the administration of financial assistance.

PROCEDURES: The annual revision of the poverty income guidelines was published in the **Federal Register**/Volume 73, Number 15/Wednesday, January 23, 2008, on pages 3971-3972. Attached is a table displaying the revised guidelines showing income eligibility limits at 150 percent of poverty. Guideline tables for Alaska and Hawaii are also included. These guidelines are effective as of January 23, 2008, and apply to both farm and non-farm families. States should distribute these tables immediately to their subgrantees for their use. Additionally, this notice provides grantees with a definition of income for use in the Weatherization Program. This definition is unchanged from the previous year's guidance. Clarifications on income and eligibility issues are discussed in the Program Year 2008 Weatherization Grant Guidance, in section 5.9, Determining Eligibility Levels and Defining Income, of WPN 08-1.

Ronald Shaw
Acting Program Manager
Office of Weatherization and Intergovernmental Program
Energy Efficiency and Renewable Energy

**2008 POVERTY INCOME GUIDELINES
CONTIGUOUS U.S. GRANTEES
EFFECTIVE JANUARY 23, 2008**

Size of Family Unit	Threshold	150%
1.....	\$10,400	\$15,600
2.....	14,000	21,000
3.....	17,600	26,400
4.....	21,200	31,800
5.....	24,800	37,200
6.....	28,400	42,600
7.....	32,000	48,000
8.....	35,600	53,400
Each additional member add	3,600	5,400

**2008 POVERTY INCOME GUIDELINES
ALASKA
EFFECTIVE JANUARY 23, 2008**

Size of Family Unit	Threshold	150%
1.....	\$13,000	\$19,500
2.....	17,500	26,250
3.....	22,000	33,000
4.....	26,500	39,750
5.....	31,000	46,500
6.....	35,500	53,250
7.....	40,000	60,000
8.....	44,500	66,750
Each additional member add	4,500	6,750

**2007 POVERTY INCOME GUIDELINES
HAWAII
EFFECTIVE JANUARY 23, 2008**

Size of Family Unit	Threshold	150%
1.....	\$11,960	\$17,940
2.....	16,100	24,150
3.....	20,240	30,570
4.....	24,380	36,570
5.....	28,520	42,780
6.....	32,660	48,990
7.....	36,800	55,200
8.....	40,940	61,410
Each additional member add	4,140	6,210

DEFINITION OF INCOME

Refers to total annual cash receipts before taxes from all sources, with the exceptions noted below. Income data for a part of a year may be annualized in order to determine eligibility--for example, by multiplying by four the amount of income received during the most recent three months. The method of calculation is to be determined by the Grantee. Grantees should have a consistent policy covering its subgrantees on re-certification of applicants whose eligibility may have changed due to the length of time that may have expired awaiting weatherization services.

INCOME INCLUDES: money, wages and salaries before any deductions; net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses).

INCOME ALSO INCLUDES regular payments from social security, railroad retirement, unemployment compensation, strike benefits from union funds, worker's compensation, veteran's payments, training stipends, alimony, and military family allotments; private pensions, government employee pensions (including military retirement pay), and regular insurance or annuity payments; dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts, and net gambling or lottery winnings.

INCOME EXCLUDES capital gains; any assets drawn down as withdrawals from a bank, the sale of property, a house, or a car; one-time payments from a welfare agency to a family or person who is in temporary financial difficulty; tax refunds, gifts, loans, lump-sum inheritances, one-time insurance payments, or compensation for injury.

INCOME ALSO EXCLUDES non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits, food or housing received in lieu of wages, the value of food and fuel produced and consumed on farms, the imputed value of rent from owner-occupied non-farm or farm housing, and such Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, school lunches, housing assistance and combat zone pay to the military. Note: **CHILD SUPPORT PAYMENTS AND COLLEGE SCHOLARSHIPS ARE EXCLUDED.**

Attachment 2-2 (10/01/2008)

FUEL CONSUMPTION FORM

NAME: _____
(For Agency Use Only)

APPLICATION NO: _____

Type of Fuel for Primary Heat Source

Fuel used in January:

\$_____ dollars

Fuel Consumption (circle one)

_____ ccf/kWh/gallons

Number in Family

Elderly

Yes or No

Handicapped

Yes or No

Monthly Income

\$_____

Annual Income

\$_____

Application Date

Other Information

Fuel Consumption _____ x Constant _____ = _____ Fuel Consumption Points

CATEGORY

POINTS*

CONSTANT

Fuel Consumption

Natural Gas .27

Family Size

Electric .027

Elderly

Propane .36

Handicapped

Fuel Oil .38

Very Low Income

High Percentage Burned

Months Waiting

Other

Flood Victim

(up to 100 points at
agency discretion)

TOTAL

*See back of form for points system.

FUEL CONSUMPTION POINTS

Natural Gas: Determine the fuel use in ccf (or therms) for a complete month billing period closest to January 15. Multiply the number of ccf (or therms) by the constant “N” as listed on this form.

Electricity: Determine the fuel use in kilowatt-hours (kWh) for the billing period closest to January 15. Multiply the number of kWh by the constant “E” as listed on the form.

Propane: Determine the fuel use in gallons used for heating during January. Generally, the number of gallons must be estimated from the propane suppliers records and information available from the client. Multiply the number of gallons by the constant “P” as listed on this form.

Fuel Oil: Determine the fuel use in gallons used for heating during January. Generally, the number of gallons must be estimated from the suppliers records and information available from the client. Multiply the number of gallons by the constant “O” as listed on this form.

Wood: The units of wood and their associated Btu content are difficult to determine. Therefore, use the default value of 60 for fuel consumption points.

Family Size: Record the respective value for family size using the table below:

Members	Points
1-2	0
3-4	5
5-6	10
over 6	12

Elderly: Record 10 as the value for points if the client is elderly (60 years of age or older).

Handicapped: Record 5 as the value for points if the client is handicapped.

Very Low-income: Record the respective value from the table below concurrent with the income eligibility guidelines.

Criteria	Points
Less than 80% of guideline	10
Less than 65% of guideline	15
Less than 50% of guideline	20

High Percentage of Income: Record 20 as the value for points if the cost of the fuel consumed by the client in the winter month used for determining the fuel consumption points, above, is more than one-half (2) the household income per month.

Waiting Time: Record the value for waiting time from the formula, 2 times the number of months on the waiting list. Example: 2 times 10 (months on waiting list) equals 20 points.

Other: The Subgrantee may record up to 20 as the value for points to adjust for client waiting list inequities, or other unusual circumstances may justify the additional points. The justification must be documented.

Attachment 2-3 (10/01/2008)

DISASTER CERTIFICATION

AGENCY _____

CLIENT NAME _____

JOB NUMBER _____

Prior to any work being performed on your house, the following information must be provided.

Did you receive any funds from FEMA (disaster money) for damage to your house?

(yes or no) _____

Did you receive any funds from FEMA (individual and family grant program) for personal items?

(yes or no) _____

ALL FERAL FUNDS I HAVE RECEIVED HAVE BEEN SPENT ON ALLOWABLE MEASURES.

Did you receive any funds from insurance or other sources because of the disaster damage?

(yes or no) _____

If yes, please provide a list showing the amounts, from whom, and for what the money was provided for.

Do you plan to continue living in your house? (yes or no) _____

I certify that the above information is true to the best of my knowledge.

SIGNATURE OF CLIENT _____

DATE SIGNED _____

PROCEDURES FOR WEATHERIZING FLOOD-DAMAGED MOBILE HOMES

Mobile homes manufactured after 1976 receive a Housing and Urban Development (HUD) certification during the manufacturing process. The designation is a 2- by 4-inch red and silver metal tag attached to the back end of the roadside (back door side) of the home. A mobile home damaged by the flood must be checked to ensure that the HUD label is still on the mobile home. If this label has been removed, work is not authorized. These units can be sold only for parts and scrap metal and cannot be sold or represented as a dwelling unit.

Red plastic 4- by 6-inch, "A Prohibition of Sale" stickers have been placed on homes determined by the Manufactured Housing Department of the Missouri Public Service Commission to be in non-compliance and are not to be offered for sale as a dwelling unit. If this red plastic sticker is found on a mobile home and the HUD label is still attached to the home, the unit has problems that must be repaired but that will not necessarily be considered a total loss. In these cases, contact the Public Service Commission to determine what work must be done in order to make this home safe as a dwelling unit. The HUD label is removed when the unit is deemed to be damaged beyond reasonable repair.

The city or county may also have inspected these units and may have tagged them with some other type of warning. If this is the case, the owner must be informed that the issues must be resolved with that governmental body (city or county) prior to any weatherization work.

The Manufactured Housing Department of the Missouri Public Service Commission has found that homes that have standing water above the floor level usually have received major damage to the load-bearing system of the dwelling. The walls and floor decking of a mobile home are typically glued to the floor joists with water-soluble glue. If the home has been soaked with water above the floor, virtually nothing will be holding the walls and floor together. Repair of all flood-damaged mobile homes manufactured after January 1, 1974, requires recertification that the dwelling has been brought back into compliance with the construction and safety standards to which it was originally manufactured. Therefore, repair of mobile homes manufactured in 1974 or later is impractical for the Weatherization Program if the floor has been water-soaked and is buckled.

Mobile homes manufactured before 1974 are unregulated. Issues involved in repairing and weatherizing these older homes have not been solved. The State would require site-specific approval if a Subgrantee wants to address weatherizing or repairing such a dwelling.

A mobile home that has flood damage to the heating ducts and/or the underbelly area, but which still has the floor decking intact, can possibly be repaired within the normal scope of the Weatherization Program, depending on what else it needs to be properly weatherized. If there are any questions concerning the safety or livability of flood damaged mobile homes, please contact the State.

Attachment 2-5 (10/01/2008)

**Weatherization Assistance Program Owner/Landlord Agreement
Owner/Authorized Agent Certification**

Check One: _____ Single-Family Unit _____ Multi-Family Unit
_____ Multi-Family Complex (Five or More Units)

I, _____ certify that I am the owner or authorized agent for the
property located at (address) _____
and occupied by (tenant) _____

I authorize the (agency) _____ to weatherize the unit located above in
accord with the following provisions:

1. I agree to provide a five percent (5%) cash contribution of estimated labor and material project costs before weatherization work can begin on the unit(s).
2. I agree not to raise the rent on the unit(s) weatherized for a period of two years after weatherization is complete without just cause. Normal just causes for rent increases (i.e. increased costs, other building improvements, etc) are allowable.
3. The tenant will not be evicted (during the two-year period after weatherization) due only to weatherization work completed. Eviction for lease violations is allowable.
4. To the best of my knowledge, the unit listed above has not been weatherized by the Missouri Weatherization Assistance Program.
5. I agree that tenant(s) with utility inclusive rent will receive reductions in rent when utilities are reduced as a result of weatherization.
6. Owner shall not sell premises unless the Buyer agrees to assume all obligations contained in this agreement.

A Multi-Family complex must furnish the names, addresses and telephone numbers of the other tenants:
(attach additional list if necessary)

Name:	Address:	Telephone:
_____	_____	_____
_____	_____	_____
_____	_____	_____

Owner/Agent's Name: _____

Address: _____

Signature _____ Date _____

Owner or Authorized Agent

My commission expires: _____
(Date)

LEGAL SERVICES OF MISSOURI**Legal Aid of Western Missouri (LAWMO)**

1125 Grand Boulevard, #1900
Kansas City, MO 64106
Telephone Number: (816) 474-6750
Fax Number: (816) 474-7575
Website: www.LAWMo.org

Counties serves: Andrew, Atchison, Barton, Bates, Benton, Buchanan, Caldwell, Camden, Carroll, Cass, Clay, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Henry, Hickory, Holt, Jackson, Jasper, Johnson, Lafayette, Linn, Livingston, McDonald, Mercer, Morgan, Newton, Nodaway, Pettis, Platte, Putnam, Ray, St. Clair, Saline, Sullivan, Vernon, Worth.

Legal Services of Eastern Missouri (LSEM)

4232 Forest Park Avenue
St. Louis, MO 63108
Toll Free Number: 800-444-0514
Telephone Number: (314) 534-4200
Fax: (314) 534-1425
Website: www.lsem.org

Counties served: Adair, Clark, Franklin, Jefferson, Knox, Lewis, Lincoln, Macon, Marion, Monroe, Montgomery, Pike, Ralls, Schuyler, Scotland, Shelby, St. Charles, St. Louis, City of St. Louis, Warren, Washington.

Legal Services of Southern Missouri

2872 South Meadowbrook Avenue
Springfield, MO 65807
Toll Free Number: 800-444-4863
Telephone Number: (417) 881-1397
Fax Number: (417) 881-2159
Website: www.lsmo.org

Counties served: Barry, Cedar, Christian, Dade, Dallas, Douglas, Greene, Howell, Laclede, Lawrence, Oregon, Ozark, Polk, Shannon, Stone, Taney, Texas, Webster, Wright, Bollinger, Butler, Cape Girardeau, Carter, Dunklin, Mississippi, New Madrid, Pemiscot, Perry, Ripley, Reynolds, Scott, Stoddard and Crawford, Dent, Gasconade, Iron, Madison, Maries, Phelps, Pulaski, St. Francois, Ste, Genevieve, Wayne

Mid-Missouri Legal Services (MMLS)

205 East Forest Avenue
Columbia, MO 65201
Toll Free Number: 800-568-4931
Telephone Number: (573) 442-0116
Fax Number: (573) 875-0173
Website: None available

Counties served: Audrain, Boone, Callaway, Cole, Cooper, Chariton, Howard, Miller, Moniteau, Osage, Randolph